



**AWARD FEE EVALUATION PLAN (AFEP)**

**AIRCRAFT MAINTENANCE SUPPORT SERVICES**

**SHEPPARD AFB**

**SOLICITATION NO. F41689-01-R-0001**

TABLE OF CONTENTS

SECTION	TITLE	PAGE
A	INTRODUCTION	3
1	Purpose	3
2	Explanation of Terms	3
3	Areas Subject to Evaluation	4
4	Organization	4
B	EVALUATION PROCEDURES	5
1	General	5
2	Evaluation Weights and Criteria	7
3	Fee Determination Process	7
4	Report Consolidation	8
5	Discrepancy Reporting	8
C	SPECIAL INTEREST ITEMS	9
D	PERFORMANCE CRITERIA	9
E	AWARD FEE CALCULATION METHOD	10

## AFEP Attachments:

1. Award Fee Allocation, 2 Pages
2. Award Fee Criteria, 5 Pages
3. Award Fee Evaluation Criteria Example, 2 Pages
4. Sample Contract Performance Evaluation Report, 1 Page
5. Special Interest Item Format, 1 Page

AWARD FEE EVALUATION PLAN (AFEP)  
SOLICITATION F41689-99-R-0037

SECTION A -- INTRODUCTION.

1. Purpose: This award fee plan applies to contractor performance for aircraft maintenance services specified in the Statement of Work in support of the 80<sup>th</sup> Flying Training Wing (FTW) Sheppard AFB, TX. The purpose of this plan is to define responsibilities and procedures for determining the award fee if periodic award to the contractor is warranted. The award fee objective is to positively motivate and reward the contractor to perform beyond the standard that is expected of a contractor of demonstrated ability and to emphasize key areas of management concern. This plan provides organization, specific policy, and procedural guidance by which contract performance is evaluated by award fee monitors, commanders, the administrative contracting officer, and the contractor. The subjective assessment of this collective input will be the basis upon which the award fee will be awarded for each evaluation period. Allocation of the award fee is the responsibility of the Fee Determining Official (FDO). That determination is final.

2. Explanation of Terms:

a. Administrative Contracting Officer (ACO) -- The individual assigned the responsibility of administering the contract for the contracting officer.

b. Award Fee Pool -- The amount of fee set forth in the contract that can be awarded in accordance with this plan.

c. Award Fee Evaluation Plan (AFEP) -- A plan that identifies categories of performance and clearly describes the criteria used to evaluate the contractor's performance. The plan also allocates the award fee pool among the performance categories.

d. Award Fee Monitor -- A Government representative designated to observe, assess, and report the award fee performance of the contractor in accordance with the procedures set forth in this plan, i.e., Technical Operations, Program Management, and Efficient Use of Government Resources. May be required to receive, analyze, collate, and report data from other sources.

e. Award Fee Review Board (AFRB) -- A group of Government officials responsible for evaluating Award Fee Monitor reports and recommending an appropriate award fee to the Fee Determining Official. The AFRB also reviews and makes recommendations for significant changes to the Award Fee Evaluation Plan such as changes in criteria and/or associated weighting factors.

f. Contracting Officer (CO) -- The individual responsible for ensuring performance of all necessary actions for effective contracting, ensuring compliance with the terms of the contract, and safeguarding the interests of the United States in its contractual relationships. The CO is the only Government official authorized to bind the United States in contractual matters.

g. Chief Government Quality Assurance Representative -- The Chief Government Quality Assurance Representative will compile and evaluate data submitted by the award fee monitors and prepare and present an overall evaluation of the contractor performance.

h. Criteria -- The significant divisions or objectives of performance to be rated under this plan.

i. Fee Determining Official (FDO) -- The official designated to review the recommendation of AFRB in order to make the final determination of the award fee.

j. Functional Commander (FC) -- Evaluates data submitted by the award fee monitors for the various functional areas under his/her command.

k. Government Quality Assurance Representative -- The individual who is assigned to regularly monitor and evaluate the contractor's performance in a functional area on a continuing basis.

l. Secretariat -- The person responsible for coordinating the logistics of arranging the periodic AFRB meeting. Duties include contacting the FDO, AFRB members, the functional organization representatives, and the contractor to inform them of the meeting date, time, and place. The secretariat is also responsible for preparing the decision document.

3. Areas Subject to Evaluation: The contractor's performance will be evaluated in the areas of Technical Operations, Program Management, and Efficient Use of Government Resources using the evaluation criteria set forth in the applicable attachments hereto for each major award fee area.

4. Organization:

a. The FDO shall be the Commander, 80<sup>th</sup> FTW. In the event of FDO absence, only the Deputy Operations Group Commander, 80 FTW, may act in his/her place. Due to the uniqueness of the NATO mission at Sheppard, the 80 FTW Command will also serve as the Chairperson of the AFRB.

b. The AFRB shall be composed of the following members:

- (1) Commander, 80<sup>th</sup> FTW ,Chairperson, Voting member
- (2) Director of Executive Programs, 80<sup>th</sup> FTW, Voting member
- (3) Deputy Operations Group Commander, 80<sup>th</sup> FTW, Voting member
- (4) Commander, 82<sup>nd</sup> CONS, Advisor, non-voting member
- (5) Chief Quality Representative 80<sup>th</sup> FTW, Advisor, non-voting member
- (6) Administrative Contracting Officer, Advisor & Recorder, non-voting member

Note: In the absent of a voting member, the FDO may appoint a substitution.

The ACO is designated the AFRB recorder and will record the minutes of all AFRB meetings. The minutes of each AFRB meeting will become part of the official contract file. The chairperson will resolve any matters of dispute within the group. The ACO shall serve as secretariat and advisor to the AFRB. The AFRB may designate other personnel to assist them in their efforts such as making arrangements for appropriate equipment for briefings and providing advance copies of Government Quality Assurance Representative recommendations to the AFRB. If members of the AFRB are absent, personnel with similar qualifications may be substituted.

c. Technical and functional experts will be used, as required, as advisors only and not as voting members of the AFRB.

d. Award Fee Monitors for the Technical Area will be the Government Quality Assurance Representatives and all contracting personnel who have authority under the contract/Award Fee Plan. Technical Award Fee Monitors will be identified by the ACO in accordance with appropriate contract provision.

## SECTION B -- EVALUATION PROCEDURES.

For the purpose of award fee determination, the procedures set forth below will be utilized:

### 1. General:

a. Award fee performance will be reviewed and evaluated for the combined mobilization period and the first three months of the basic contract period (a single evaluation covering all of Sep 01 and Oct-Dec 01, again during the period of Jan-Mar 02, again during the period of Apr-Jun 02, and again during the period of Jul-Sep02) by the AFRB and an award fee recommended to the FDO. Thereafter, award fee performance will be reviewed and evaluated quarterly in each option year by the AFRB and an award fee recommended to the FDO.

b. The total award fee available for the basic contract period is six (6) percent of the target cost. Each option year will have a total award fee available of six (6) percent of the target cost (Part A). The amount of award fee available during each award fee evaluation period for the basic period and each option year will be twenty-five (25) percent. See Attachment 1 for the Allocation of Award Fee for each Technical Operations, Program Management, and Efficient Use of Government Resources area.

c. If the service provider is not the incumbent, the award fee amounts for the first evaluation period will be awarded based upon a subjective evaluation of the effectiveness of the mobilization and changeover. Award fee amounts for the first evaluation period will be awarded based upon a subjective evaluation of effectiveness of the mobilization and initial contract performance. For the mobilization period, the contractor shall be evaluated on adherence to the mobilization plan as incorporated in the contract. Also considered will be adherence to timelines established in the Statement of Work for such items as submittal of contract regulations, quality control and training plans, safety and health plans, names and

phone numbers of contract management and supervisory personnel, etc. The contractor will also be evaluated on the timely commencement of performance in each functional area by the dates specified in the contract with qualified/certified personnel in place (including all ancillary tasks such as, budget management, publications management, etc.), and all necessary but previously unforeseen performance adjustments ("work-arounds") implemented to ensure a smooth bed-down and the effective integration into the mission.

d. The contractor begins the evaluation period with 0 percent of the available award-fee and works up to the earned award-fee based on performance during that evaluation period. The contractor does not begin with 100 percent of the available award-fee and the amount reduced. In the event the AFRB does not recommend all the available allocated award fee amount in each area for the period, the amounts remaining shall be available to the FDO to be awarded at his/her discretion. For example, the FDO could use this amount to reward the contractor for special interest item efforts; (e.g. special events, exercises, etc.) or provide the contractor additional fee above that recommended by the AFRB if, in the opinion of the FDO, the AFRB was too harsh in its evaluation.

e. In the basic contract period, unearned award fee for the first evaluation period will be carried over into the second evaluation period. Thereafter, any unearned amount after the second evaluation period cannot be recouped in subsequent evaluation periods. Unearned award fee amounts will not be carried over for any evaluation periods.

f. For each evaluation, the AFRB shall convene on dates and at the time and place established by the Secretariat. Information to be considered by the AFRB shall include, as a minimum, the following:

(1) Evaluations by designated award fee monitors.

(2) Assessment of informal inputs from other sources (i.e., IG, DCAA, GAO, staff visits, etc.) as considered necessary or appropriate by the AFRB.

(3) The contractor's self-assessment of performance. Any documentation, including an outline of a briefing, supporting the self-assessment will be submitted by the contractor to the ACO within ten (10) working days after the end of each evaluation period.

g. The Government reserves the right to consider all elements and aspects of the contractor's performance in developing its final award fee determination. Such consideration may be reflected in the Program Management Area.

h. The criteria in this plan will not be amended without coordination with HQ AETC/LGP.

i. The Government shall furnish written notification of any substantive changes to the award fee plan such as changes in performance criteria and/or assigned weights to the contractor no later than 15 calendar days prior to the first day of the new evaluation period.

j. Any proposed changes to this plan will be sent in writing to the contracting officer. The contracting officer will incorporate changes into the contract by modification. Changes will not

be retroactive unless the AFRB concurs with the contracting officer's determination that the change is in the best interest of the Government. Retroactive changes may be made to administrative and/or procedural requirements. Substantive changes, such as those referenced in paragraph h above, shall not be made retroactive.

k. Nothing in this plan shall excuse the contractor from complying with the terms and conditions of the contract. The contracting officer shall resolve, in writing, any conflict, apparent or actual, between the Award Fee Evaluation Plan and the contract within seven (7) working days after written notification.

2. Evaluation Weights and Criteria: The Technical Operations, Program Management, and Efficient Use of Government Resources weights are in Attachment 1.

a. The Technical Operations criterion has been selected from among the key performance requirements set forth in Section 3, Statement of Work, and thresholds listed in Section 3-2 of the Statement of Work for Sheppard AFB.

b. The Program Management criterion is based on the contractor's ability to manage the total contract requirement. The AFRB award fee recommendation to the FDO will be based primarily on their perception of the contractor's compliance with the overall "spirit" of the contract. For example, they will consider the contractor's initiative, teamwork, dedication, diligence, small business participation, etc., in meeting the overall mission.

c. The Efficient Use of Government Resources criterion is based on an Operations and Maintenance (O&M) flying hour cost savings derived from management actions such as budget control, supply discipline, and maintenance initiatives. Basis for criteria will be initiatives and improvements in the cost effectiveness, readiness, and safety of products in the Air Force operational inventory.

3. Fee Determination Process:

a. Within ten (10) working days after the end of each month, the Chief Government Quality Assurance Representative will submit the Interim Award Fee Evaluation Report to the ACO through the FC. A copy of the report provided to the ACO will be retained by the Chief Government Quality Assurance Representative and maintained in a working file with all supporting documentation to be made available to the AFRB upon request.

b. Within ten (10) working days after the end of the evaluation period, the Chief Government Quality Assurance Representative will forward to the FC and the ACO an Award Fee Evaluation Report, using the report format in Attachment 4, containing criterion's achievement for the semi-annual period that was compared with criteria listed in Attachment 2, and a compilation of examples/comments that reflect the contractor's support of rating criteria. The AFRB will determine the level of performance to be awarded.

c. Within ten (10) working days after the end of each evaluation period, the contractor may submit to the ACO a written statement of his performance during the award fee period. The

contractor should indicate whether he wants to present a formal presentation of his performance to the AFRB.

d. The AFRB secretariat will schedule a AFRB meeting to be held no later than 30 calendar days after the end of the evaluation period. A copy of the written evaluation will be provided to each AFRB member for their review at least three (3) working days prior to the AFRB meeting.

e. The AFRB will convene and evaluate the contractor's performance. In the evaluation of award fee performance, factors or causes beyond the contractor's control that preclude achievement of a higher award fee performance level will not be considered against the contractor's performance. Within 30 calendar days after period close-out, the Government Quality Assurance Representatives shall present their fee recommendation to the AFRB. The FDO may accept or amend the Government Quality Assurance Representatives' recommendation. The contractor shall also be afforded, upon request, an opportunity to make an award fee presentation (oral or written) to the AFRB. An oral presentation will not exceed 30 minutes. A copy of any presentation will be provided to the AFRB prior to its presentation.

f. The FDO will transmit the determination to the contractor through the ACO. Within 45 calendar days after the end of the evaluation period, the ACO will issue a unilateral modification to the contract to provide for the award fee earned and distribute it to the contractor and applicable DFAS office. The contractor may immediately submit a voucher for the award fee earned.

g. The ACO shall provide a copy of the evaluation report, to include award fee determination data, to HQ AETC/LGP not later than 45 calendar days after the end of the evaluation period.

#### 4. Report Consolidation:

a. The Chief, Government Quality Assurance Representative will consolidate the monthly award fee Technical Operations, Program Management, and Efficient Use of Government Resources evaluation reports at the close of each evaluation period. The consolidated report will be provided to the ACO who in turn will provide it to the AFRB.

b. After AFRB evaluation and assessment of total program management for the evaluation period, the ACO will prepare a narrative performance report using the format shown in Attachment 4.

5. Discrepancy Reporting: During the award fee period, the Government may provide feedback to the contractor. The intent of such feedback is to provide direction to the contractor to correct or improve performance. The contractor shall be provided sufficient information to identify major performance deficiencies. The AFRB may consider the contractor's response to this feedback during the award fee period. [NOTE: Contractor should be aware of all individual deficiencies based on his acknowledgment of deficiencies on AF Form 372 (or equivalent). Additionally, unacceptable performance would have resulted in issuance of AF Form 370 (or equivalent).]



SECTION C -- SPECIAL INTEREST ITEMS.

a. During the contract, the Government anticipates that it may want the Contractor to devote special emphasis to subjects of particular interest to the AFRB. Contractor assistance in this area would be subject to award fee consideration.

b. Special Interest Items shall:

(1) Be presented to the AFRB chairperson for approval in the format prescribed in Attachment 5.

(2) Only be approved by the AFRB chairperson.

(3) Be serially numbered for control purposes and be either added or deleted from this plan by letter signed by the AFRB chairperson. The ACO shall assign serial numbers.

c. The Special Interest Item shall not cause or result in an increase in the estimated cost of the contract.

d. Reporting requirements for each Special Interest Item shall be specified as part of the item format and shall be directive in nature.

SECTION D -- PERFORMANCE CRITERIA.

a. The following level of performance shall be employed for determining to what extent the contractor has earned and shall be entitled to receive any Award Fee. Except for Performance Level IV the factor scale listed on the next page are recommendations.

**PERFORMANCE CRITERIA**

<b>PERFORMANCE LEVEL</b>	<b>FACTOR SCALE</b>	<b>PERFORMANCE DEFINITION</b>
I	.85 - 1.0	The contractor's performance greatly exceeds the contract requirements. Areas of deficiency are few or nonexistent and are relatively unimportant.
II	.41 - .84	Contractor's performance is slightly above contract requirements.
III	.01 - .40	Contractor's performance exceeds <u>some</u> contract requirements while the remainder meets contract requirements. There are some areas of improvement that can be achieved in contractor performance.
IV	0	Contractor's performance meets contract requirements

b. The AFRB will determine a rating weight percentage for each performance criteria subfactor.

**SECTION E -- AWARD FEE CALCULATION METHOD.**

a. The Award Fee calculation method is as follows:

**(1) Technical Operations**

(a) Aircraft Thresholds and Support. The AFRB will determine performance levels the contractor achieved for each performance criterion in accordance with the evaluation criteria in Attachment 2. As approved by the AFRB chairperson, any combination or all of the thresholds listed in Section 3-2 of the Statement of Work may be used as criteria subfactors. Within the factor/subfactor scale, the numeric factor will be determined by applying any proportional percentage increase in the AETC standard range to the numeric factor range. For example, if a contractor achieves the Level I rating, a factor ranging between .85 - 1.0 may be used to determine the award fee for those performance criteria.

(b) Use the example on Attachment 3 to calculate the award fee for each performance criteria under Technical Operations.

(2) Program Management: The AFRB will assign performance levels for each performance criterion based upon an assessment of the contractor's performance. The AFRB will then assign a factor within that performance level. That factor will be used to determine the award fee. See example at Attachment 3.

(3) Efficient Use of Government Resources:

(a) Incentive to Reduce Government O&M Costs and Enhance Aircraft/Support Equipment Availability. The AFRB will determine performance levels the contractor achieved for performance criterion. The AFRB will then assign a factor within that performance level. That factor will be used to determine the award fee. See example at Attachment 3.

(b) Resource Management. The AFRB will determine performance levels the contractor achieved for performance criterion. The numeric factor within the performance level will be assigned by the AFRB. That factor will be used to determine the award fee.

(c) Environmental and Hazardous Waste Management. The AFRB will determine performance levels the contractor achieved for performance criterion. The numeric factor within the performance level will be assigned by the AFRB. That factor will be used to determine the award fee.

(4) To determine the total award fee dollars earned for each performance criterion, multiply the performance level factor by the rating weight percentage to determine the total percent earned. Then multiply the total award fee dollars for the evaluation period by the total percent earned. A sum total of all calculations for all criteria equals the total percentage of the award fee earned.

## AWARD FEE ALLOCATION SCHEDULE

1. Allocation of Award Fee By Year and Period:

<u>Contract Period</u>	<u>Allocation(%)</u>	<u>Percent of Total</u>
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Evaluation Periods (including mobilization and basic period):

01 Sep 2001 through 31 Dec 2001	6%	25%
01 Jan 2002 through 31 Mar 2002	6%	25%
01 Apr 2002 through 30 Jun 2002	6%	25%
01 Jul 2002 through 30 Sep 2002	6%	25%
Total Award Fee Available (Percentage of target cost)	6%	100%

## Option Years

Year 1 - 1 Oct 02 through 30 Sep 03  
 Year 2 - 1 Oct 03 through 30 Sep 04  
 Year 3 - 1 Oct 04 through 30 Sep 05  
 Year 4 - 1 Oct 05 through 30 Sep 06  
 Year 5 - 1 Oct 06 through 30 Sep 07  
 Year 6 - 1 Oct 07 through 30 Sep 08  
 Year 7 - 1 Oct 08 through 30 Sep 09

For each option year, evaluation periods will consist of four quarterly periods. The first period will be 1 Oct – 31 Dec, the second period will be 1 Jan - 31 Mar, the third period will be 1 Apr - 30 Jun, and the fourth period will be 1 Jul - 30 Sep, in all option years. The total award fee available is 6 percent for each option year. Twenty-five (25) percent of the award fee is available for each evaluation period.

2. Example with Dollars:

An EXAMPLE using \$1,000,000 as a total award fee is as follows:

01 Oct 02 - 31 Dec 02	\$250,000	25%
01 Jan 03 - 31 Mar 03	\$250,000	25%
01 Apr 03 - 30 Jun 03	\$250,000	25%
01 Jul 03 - 30 Sep 03	\$250,000	25%
Total Award Fee Available	\$1,000,000	100%

This example is for an option year.

**Allocation of Award Fee by Performance Criteria and Weight**

The following is a breakdown of aircraft maintenance's performance criteria: Technical Operations, Program Management, and Efficient Use of Government Resources. Potential award fee is subject to modification by the FDO. Weighted percentages for performance criteria will be determined by the AFRB.

	<u>Weight</u>
A. Technical Operations:	<b>40%</b>
T-37/T-38A/AT-38B/T-38C/T-6 Aircraft Standards and Support	
B. Program Management:	<b>40%</b>
1. Productivity Improvements	
a. Technical Evaluations	
b. Observation Area Evaluations	
c. Training Program Effectiveness	
2. Top Management Involvement	
a. Plans & Problems Resolution	
b. Management of Quality Control	
c. Reaction to Changes	
d. Contract Administration Liaison	
e. Small Business Programs Participation	
3. Flight Line Operations	
4. Corrosion Control/Cleanliness	
5. Off-station Recovery Support	
C. Efficient Use of Government Resources	<b>20%</b>
1. Incentive to Reduce Government O&M Costs and Enhance Aircraft/Support Equipment Availability	
2. Resource Management Effectiveness	
3. Environmental and Hazardous Waste Management	

For Technical Operations, Program Management, and Efficient Use of Government Resources, the criteria are attached for use in making an assessment of performance.

**AWARD FEE EVALUATION CRITERIA****AIRCRAFT MAINTENANCE****TECHNICAL OPERATIONS****T-37/T-38A/AT-38B/T-38C/T-6 STANDARDS AND SUPPORT:**

Provides sufficient numbers of safe, reliable, mission capable aircraft to support the 80 FTW flying mission requirements. Aggressively works toward meeting AETC maintenance goals and thresholds (i.e. Mission Capable Rate, Fleet Time, Maintenance Scheduling Effectiveness, etc.).

**PROGRAM MANAGEMENT****PRODUCTIVITY IMPROVEMENTS****TECHNICAL EVALUATIONS:**

Technical evaluations show that contractor personnel are performing maintenance as specified by the contract. Inspection baselines are rarely exceeded and major disqualifying factors such as major discrepancies or maintenance malpractice (omission of procedural steps in technical data, performance of improper/incorrect maintenance procedures, or maintenance actions that may cause injury to personnel or damage to equipment) rarely occur. Condition and appearance of aircraft and equipment display conscientious effort. Aircraft and equipment forms/automated systems documentation is complete and accurate. Management clearly supports quality control programs. Discrepancies are promptly corrected and appropriate actions taken to preclude/prevent recurrence.

**OBSERVATION AREA EVALUATIONS:**

Observation evaluations show that contractor personnel are maintaining and using work area tools, AFTO forms, and automated systems as specified by the contract. Contractor personnel are maintaining timely and accurate input and accountability of maintenance man hours expended. Major deficiencies such as untimely or improper documentation of Red X conditions, excessive foreign objects, out of date technical data, overdue TMDE, or poor housekeeping are rare. Problems caused by ineffective management of subcontractor providers are non-existent. Effective tool control and management of assets, e.g. repair cycle items, are evident. Special inspections and time change components are carefully tracked and scheduled for accomplishment in a timely manner. Management clearly supports effective quality control programs. Deficiencies are promptly corrected and corrective actions taken to preclude/prevent recurrence.

**TRAINING PROGRAM EFFECTIVENESS:**

Contractor management and maintenance of the Core Automated Maintenance System (CAMS) training subsystem and output products are virtually error free. Training event scheduling and effectiveness are coordinated and supported at all levels. Special certification programs (REDX,

IPI, engine run, flight control rigging, etc.) are clearly established in accordance with the contract and instructions. Required training is planned, conducted, and documented and no overdue training exists. Contractor has a program to appoint and certify instructors for all training needs. Employees are fully duty position qualified. Training deficiencies are promptly corrected and corrective actions taken to preclude/prevent recurrence.

#### TOP MANAGEMENT INVOLVEMENT

##### PLANS AND PROBLEMS RESOLUTION:

Contractor is a full and enthusiastic member of the group senior leadership. Actively participates in planning group mission accomplishment. Aggressively seeks problem resolution in coordination with other group and host base agencies. Actively seeks knowledge of other mission areas (such as operation, supply, transportation, etc.). Contractor leadership is knowledgeable of group and host base mission. Contractor actively supports and participates in unit and host base OPlans and contingencies. Contractor personnel who require working interface with other unit and host base agencies (i.e. host maintenance operations center, supply, budget management, plans and programs) are thoroughly knowledgeable in their liaison areas.

##### MANAGEMENT OF QUALITY CONTROL:

The methods of identifying deficiencies for each item of work are clearly defined (i.e. sampling, 100% inspections, checklists, etc.). Local baselines are clearly established in accordance with instructions. Inspectors are well-trained and conscientious. Inspectors properly document discrepancies as verified by Government Quality Assurance Representatives. Proper amounts and types of inspections are performed in a timely and thoroughly comprehensive manner. Discrepancies/deficiencies are promptly corrected and corrective actions taken to preclude/prevent their recurrence. Professionalism is shown in the finished product.

##### REACTION TO CHANGING REQUIREMENTS:

Changes to requirements are taken "in stride"; reaction is positive with quick results. Production of mission capable aircraft to meet mission changes continues without deviation from established schedules. Employees maintain positive attitude regarding mission accomplishment in the face of any changes. Presence of senior management on the flight line is increased during potentially disruptive periods. Senior managers show a high degree of involvement in solving problems

created by changes. The mobilization plan is executed smoothly and on-schedule. Contract regulations/instructions, quality control and training plans, safety and health plans, names and phone numbers of contract management and supervisory personnel, etc., are published and updated before assumption of responsibility. Functional areas are assumed by the dates specified in the Statement of Work with qualified/certified personnel. Readily cooperates with host unit leadership and other host organizations. Voluntarily assists in recommending methods to accomplish previously unforeseen changes to work as needed to ensure a smooth bed-down and the effective integration into the mission.

#### CONTRACT ADMINISTRATION LIAISON:

Contractor actively seeks better contract administration methods. All correspondence is handled expeditiously and is accurate. Problems are handled immediately and in full working partnership with the administrative contracting officer. Contractor regularly and voluntarily keeps contracting officer and FC apprised of contract performance results.

#### SMALL BUSINESS PROGRAMS PARTICIPATION

This section rates the performance by the contractor in exceeding the goals in the Subcontracting Performance Plan incorporated into the contract. Positive consideration may be given by award-fee officials for aggressiveness in pursuing opportunities to enhance the participation of Small Businesses, Small Disadvantaged Business Concerns, Women-Owned Small Businesses, Historically Black Colleges or Universities and Minority Institutions, HUBZone Small Businesses, Veteran-Owned and Service-Disabled Veteran-Owned and Controlled Small Businesses and other small business programs identified in FAR 19, to include supplements, in performance of the services associated with this contract.

#### FLIGHT LINE OPERATIONS

Flight line operations show clear, continuous evidence of a professional workforce. Employees present a neat and well-groomed appearance, greet aircrews upon arrival at aircraft, accompany them on preflight inspections, assist in cockpit activities, and assist with deplaning. Personnel are present to marshal in returning aircraft. Employees exhibit enthusiasm and professionalism. Flight line presents an orderly appearance such as fire extinguishers properly positioned, equipment properly stowed, fluid spills promptly cleaned up, and wheel chocks, grounding wires and streamers stowed neatly while aircraft is in flight. AGE hoses, cables and lines (where installed) are kept positioned in an orderly and safe manner. Managers and employees show a high degree of concern that aircrews, aircraft, AGE, vehicles, technical orders, and other flight line associated equipment are properly treated. Complimentary comments are frequently received from aircrews and visitors.

#### AIRCRAFT CORROSION CONTROL AND CLEANLINESS

Aircraft are maintained in outstanding condition. Aircraft exteriors are wiped down as needed to maintain cleanliness, cockpits kept FOD free, instruments are smudge free, interiors are wiped down and cleaned frequently, all decals are legible and little paint wear/chipping occurs before touchup is made, windscreens and all other transparencies are cleaned after each flight. External markings adhere to Air Force aircraft technical data and command approved waivers. Corrosion



prevention treatments required by technical orders are rigidly scheduled and accomplished. Residue such as hydraulic fluid, engine oil, grease, exhaust gases, etc., is seldom visible on the aircraft.

#### OFF-STATION RECOVERY SUPPORT

Recovery of not mission capable (NMC) aircraft off-station is treated as top priority. A recovery plan containing composition of team personnel, technical data, tool kits, checklists, spare parts, and vehicles is clearly present for the most frequent type of off-station recoveries. Also readily available are maps of recovery areas and written procedures for off-station support. Maintenance personnel are well trained and react properly and quickly to these support situations. Recovery teams arrive at the off-station location not later than the next duty day and are working the aircraft by the beginning of the second duty day where applicable. Team takes most direct route and reaches support location in minimum time, considering road conditions, weather, etc. Team consistently makes accurate decisions and recovers aircraft in minimum time considering type of maintenance required. Aircraft consistently return to home station without a repeat of the same malfunction.

#### **EFFICIENT USE OF GOVERNMENT RESOURCES**

INCENTIVE TO REDUCE GOVERNMENT O&M COSTS AND ENHANCE AIRCRAFT/SUPPORT EQUIPMENT AVAILABILITY:

Reduces Government operations and maintenance (O&M) costs through the management of Government resources and by improving on-equipment repair processes which enhance aircraft/support equipment availability. Accomplished by analyzing existing repair procedures/processes, and where cost effective, requesting new authority.

Develops, prepares, and submits Gold Program initiative proposals, technical order change requests, repair proposals, and other efficiencies which reduce O&M costs and (or) enhance on-equipment maintenance efficiency. Requests or proposals are limited to assigned aircraft, engines, or support equipment for base-level repair actions which require changes to technical data, local manufacture and (or) repair authorization, and new or improved maintenance procedures, to include support equipment.

Fully participates in the materiel deficiency, technical order improvement, repair evaluation proposal, zero-overpricing, and "common sense repair" programs. Establishes active scrap metal/parts and waste liquid petroleum product recovery programs as applicable.

RESOURCE MANAGEMENT EFFECTIVENESS:

Aggressively tracks resource usage and budget expenditures. Prepares for future requirements. Ensures resources are available and in place upon demand. Efficiently utilizes all resources as indicated by consumption rate data, inventory level trends, etc. Budget expenditures are carefully managed and kept on target.

ENVIRONMENTAL AND HAZARDOUS WASTE MANAGEMENT:

Actively pursues methods that minimize/eliminate the risk of environmental pollution. Fully participates in the hazardous waste/material management program. Contractor personnel adhere to AF, AETC, and base directives concerning the handling of potentially hazardous/toxic/radioactive materials. Fully supports the Environmental Compliance Assessment and Management Program (ECAMP).

**AWARD FEE EVALUATION CRITERIA  
(EXAMPLE ONLY)**

	Performance <u>Level</u>	Assigned <u>Factor</u>	Rating <u>Weight</u>	Total(%) <u>Earned</u>	Total(\$) <u>Earned</u>
<b>A. Technical Operations</b>					
1. Mission Capable Rate	Level I	1.0	10%	10.0%	32,205
2. Average Fleet Time	Level II	.65	10%	6.5%	20,933
3. Non-Deliveries	Level III	.20	10%	2.0%	6,441
4. TNMCM	Level II	.75	5%	3.75%	12,077
5. Maint. Scheduling Effectiveness	Level I	.90	5%	4.5%	14,492
Subtotal			40%	26.75%	86,148
<b>B. Program Management</b>					
(1) Productivity Improvements					
1. Technical Evaluations	Level I	.85	5%	4.25%	13,687
2. Observation Area Evals	Level III	.10	4%	.4%	1,288
3. Trng Prog Effectiveness	Level II	.45	4%	1.8%	5,797
(2) Top Management Involvement					
1. Plans & Problems Resolution	Level II	.69	4%	2.76%	8,888
2. Management of Quality Control	Level III	.28	4%	1.12%	3,607
3. Reaction to Changes	Level II	.55	4%	2.2%	7,085
4. Contract Admin Liaison	Level IV	0	2%	0	0
5. SB Programs Participation	Level IV	0	1%	0	0
(3) Flight Line Operations	Level I	.95	4%	3.8%	12,238
(4) Corrosion Control/Cleanliness	Level I	.95	4%	3.8%	12,238
(5) Cross-Country Aircraft Support	Level II	.65	4%	2.6%	8,373
Subtotal			40%	22.73%	73,201
<b>C. Efficient Use of Government Resources</b>					
(1) Incentive to Reduce Government O&M Costs	Level I	.90	10%	9%	28,984
(2) Resource Mgmt	Level II	.80	5%	4%	12,882
(3) Environmental and Hazardous Waste Management	Level I	.90	5%	4.5%	14,492
Subtotal			20%	17.5%	56,358
			100.0%	66.98%	215,707

Using the above example the contractor would earn \$215,707 (66.98%) of the quarterly award fee pool (\$322,047)

For example, the first three factors would be computed as follows:

Step 1: 1.0/.65/.2 are the assigned numerical factors for the T-38C Aircraft.

Step 2:  $1.0/.65/.2 \times 10$  (Award Fee percent) = 10/6.5/2.0

Step 3: 10% X 322,047 (example total award fee) = \$32,204.70

6.5% X 322,047 = \$20,933.06

2.0% X 322,047 = \$6,440.94

**The above is for illustrative purposes only. The AFRB may place emphasis where they deem necessary, so long as the 40-40-20 percentages are maintained.**

SAMPLE REPORT

REPORT PERIOD:

CONTRACT PERFORMANCE EVALUATION

1. Contractor's overall contract performance for this reporting period is rated

\_\_\_\_\_.

2. Contractor exceeded contract thresholds in the following areas:  
(List Exceptional Performance Areas)

3. Although contractor exceeded thresholds in most cases, AFRB has the following areas of concern:

(List Areas of Concern)

\_\_\_\_\_  
Chairperson of Award Fee Board

SPECIAL INTEREST ITEM

FOR

(SPECIFIC FUNCTIONAL AREA)

SUBJECT:

REASON FOR SPECIAL INTEREST: (Source could be AETC/CC/CV/LG visit team, inquiry, or special emphasis directed by higher headquarters, etc.)

EFFORT DESIRED BY CONTRACTOR: (Should be as specific as possible to include location, functional areas, and timeliness required.)

REPORTING REQUIREMENTS: (Frequency, by whom and to whom.)

APPROVED/DISAPPROVED

SERIAL # (Assigned at time of approval)

CONTRACT AWARD FEE BOARD CHAIRPERSON